

**CenturyLink**

925 High Street, 9S9  
Des Moines, IA 50309  
515 286 2462  
wayne.johnson3@centurylink.com



Wayne M. Johnson  
State Regulatory Affairs Director

Date: June 28, 2016

Executive Secretary  
Iowa Utilities Board  
1375 East Court Avenue, RM 69  
Des Moines, IA 50319-0069

RE: Qwest Communications, Inc d/b/a CenturyLink QC  
Docket No. SPU-2010-0006  
CenturyLink, Inc. Integration Report for March, 2016

Dear Executive Secretary:

Enclosed please find Qwest Communications, Inc d/b/a CenturyLink QC (CenturyLink) Quarterly Integration Report for June, 2016 filed in compliance with the Board's Order Approving Settlement Agreements, Granting Motions to Withdraw, And Allowing Proposed Reorganization dated November 19, 2010, CenturyLink provides its quarterly integration activity report.

In the settlement with OCA approved by the Board, CenturyLink committed to integration reporting:

Following closing, Company shall submit timely reports to the Board, with copies to OCA, no less frequently than quarterly, showing integration plans when and as developed and describing the scheduling and scoping of major systems conversions that may impact Iowa customers including but not limited to business office and trouble reporting call centers, maintenance systems that monitor central office and transport equipment, engineering systems, outside plant record systems, billing systems, and wholesale OSS.

Consistent with this commitment, the report attached as **Exhibit A** contains a summary of merger-related activity in and impacting Iowa during the past quarter and plans for integration activities during the upcoming quarter.

Very truly yours,

/s/ Wayne M. Johnson

Wayne M. Johnson  
State Regulatory Affairs Director

**CenturyLink/Qwest Merger****Iowa Integration Status Report****June 28, 2016****Introduction**

CenturyLink provides the Iowa Utilities Board ("Board") with this update regarding the progress of the integration of Qwest Corporation ("Qwest") and CenturyLink. This report is provided pursuant to the *Settlement Agreement* between Joint Applicants and the OCA that was approved by the Board in Docket NO. SPU-2010-0006 on November 19, 2010. Efforts towards the integration of the companies have continued since the last report, as outlined below. Specifically, this report addresses substantive Integration Activities for the first quarter of 2016.

**Substantive Integration Activities**

Pursuant to CenturyLink's ongoing system review process, no additional system selection decisions have been made regarding the integration or final disposition of customer facing Operational Support Systems ("OSS") and other substantive systems. A summary of integration activity completed since the last report is detailed below.

**Billing and Customer Care:** As previously reported, CenturyLink selected Ensemble, the legacy CenturyLink billing and customer care system, to replace the legacy Qwest Customer Records and Information System ("CRIS") billing and ancillary systems through a conversion process that initially was anticipated to begin in late 2016. As a result, Ensemble will serve as the billing platform for consumer and small business customers, as well as business and wholesale customers that are currently billed out of CRIS. Wholesale customers and regulatory bodies have been notified in the proper forum of the system migration following our merger commitment procedures and will be engaged through the Change Management Process.

The conversion to Ensemble will enable a standardized system and process for billing the same products and services. A single billing platform will also allow for faster introduction of new products and services. Additionally, the LSR (Local Service Request) order entry system for wholesale customers will be standardized by converting IMA to EASE in the same timeline as the conversion to Ensemble with wholesale customer communication via the CMP. Planning, scheduling, and scoping work has been underway and will proceed throughout 2016. The primary focus will be on finalizing requirements, data mapping and software development for the interfaces of the Ensemble system.

On April 14<sup>th</sup>, CenturyLink announced that the new implementation date for phase 1 of the Billing and Customer Care conversion project is to be no earlier than April 10, 2017. An updated version of the LSR

**Iowa Quarterly Integration Status Report**  
**June 28, 2016**

**Exhibit A**

Conversion Detailed Plan reflecting the new schedule is being prepared and will be filed shortly with the CMP.

**Access Service Request and Access Charge Billing System Integration:** As discussed in the previous reports, CenturyLink has made the decision to consolidate the Wholesale Operational Support Systems associated with the Access Service Request (ASR) ordering and billing functions. Customer testing has been underway since March, 2016. Testing should complete in time for a customer go/no-go vote to take place on July 18<sup>th</sup>. If the vote is positive, the conversion date has now been set for October 3, 2016.